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PATENT
Docket No. EPI-023 US
7008082001**Amendments to the Claims**

This listing of claims will replace all prior version, and listings, of claims in the application.

1. (Currently Amended) ~~A computer system~~ An article of manufacture for monitoring website activity and tracking a visit to a website by each visitor from a plurality of visitors, the ~~computer system~~ article of manufacture comprising:

a computer-readable medium having stored therein a computer program executable by the computer a processor, for tracking a visit to a website by a plurality of visitors; and

for identifying each visitor;

the computer program comprising instructions for:

computer instructions for monitoring viewing by each visitor of pages progress of each visitor to additional pages within the website;

initiating direct communication with at least one visitor according to the viewing progress of the visitor of the at least one visitor of to the additional pages within the website;

indicating the number of visitors accessing each of said additional page the pages within the website; and

indicating the number of visitors comprises displaying a radar screen that provides on one screen an indication of a number of visitors accessing each of the pages within the website and a visual comparison of different locations within the website where the visitors are browsing.

2. (Cancelled).

3. (Cancelled).

4. (Cancelled).

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5. (Currently Amended) The article of manufacture as recited in claim 1 wherein the computer program further comprises ~~said computer~~ instructions for initiating direct communication with the visitor ~~comprise via~~ a text box which is presented to the visitor by a customer service representative, the text box ~~further including computer instructions for~~ includes an identification of identifying the customer service representative to the visitor and includes an interactive dialog box for the exchange of information between the customer service representative and the visitor.

6. (Currently Amended) A method of providing customer service to a website visitor, the method comprising:

identifying to a website customer service representative that a visitor has accessed the website;

identifying the visitor to the customer service representative;

monitoring viewing progress of the visitor ~~to additional of~~ pages in the website;

~~operably~~ connecting the customer service representative with the visitor; and

providing a dialog box from the customer service representative to the visitor such that instantaneous real-time communication is initiated between the customer service representative and the visitor based on the monitored viewing progress of the visitor ~~to of the additional~~ pages in the website; and

~~wherein detecting the a browsing pattern comprises indicating that the visitor is navigating through pages of the website and providing the dialog box comprises directing the visitor to a page that is of interest to the visitor;~~ and

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displaying a radar screen to the customer service representative that provides on one screen an indication of a number of visitors accessing each of the pages within the website and a visual comparison of different locations within the website where the visitors are browsing.

7. (Previously Presented) The method of claim 6, further comprising:
detecting a browsing pattern from the monitored progress.
8. (Previously Presented) The method of claim 7, wherein detecting the browsing pattern comprises indicating that the visitor is purchasing an item and providing the dialog box comprises helping the visitor purchase the item.
9. (Previously Presented) The method of claim 7, wherein detecting the browsing pattern comprises indicating that the visitor is actively seeking information and providing the dialog box comprises providing desired information to the visitor.
10. (Cancelled).
11. (Previously Presented) The computer system of claim 1, wherein the computer program further comprises:
computer instructions for detecting a browsing pattern from the monitored progress.
12. (Currently Amended) The computer system of claim 11, wherein said computer program ~~instructions for detecting the browsing pattern~~ comprise computer instructions for indicating that the visitor is purchasing an item and ~~said computer instructions for initiating direct communication~~ ~~comprise computer instructions for~~ helping the visitor purchase the item.
13. (Currently Amended) The computer system of claim 11, wherein said computer program ~~instructions for detecting the browsing pattern~~ comprise computer instructions for indicating that

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the visitor is actively seeking information and ~~said computer instructions for initiating direct communication comprises computer instructions~~ for providing desired information to the visitor.

14. (Currently Amended) The computer system of claim 11, wherein said computer program ~~instructions for detecting the browsing pattern~~ comprises ~~computer~~ instructions for indicating that the visitor is navigating through pages of the website and ~~said computer instructions for initiating direct communication comprises computer instructions~~ for directing the visitor to a page that is of interest to the visitor.

15. (Currently Amended) The computer system of claim 1, wherein said computer program ~~instructions for initiating direct contact~~ comprises ~~computer~~ instructions for sending a message to the visitor based on the monitored progress.